

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: CHENG

Serial Number: 09/607,914

Filing Date: June 29, 2000

Title:

METHODS AND SYSTEMS FOR CUSTOMER LIFECYCLE
DEFINITION AND CATEGORIZATION

Group Art Unit No.: 3623

Examiner: SHAFFER

Att'y Docket: ORCL5638

CERTIFICATE OF TRANSMISSION

I hereby certify that this Amendment and the document(s) referred to herein is/are being transmitted by facsimile to the United States Patent and Trademark Office TC3600 Fax No. 703-872-9327 on October 30, 2003.


Alan W. YoungOct 30, 2003
Date

Honorable Commissioner for Patents
PO Box 1450
MS AF
Alexandria, VA 22313-1450

RECEIVED
CENTRAL FAX CENTER

OCT 30 2003

TRANSMITTAL LETTER

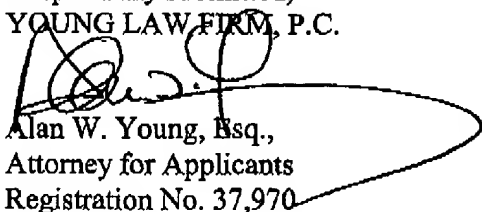
Sir:

In response to the Office Action dated July 2, 2003, Applicant submit herewith the following:

- 1) Amendment After Final (18 pages), and
- 2) PTO Form 2038 authorizing the USPTO to charge the 1.17(a)(1) fee for a one-month extension of time to the credit card specified therein (1 page)

If any unresolved issues remain, please contact Applicant's attorney at the telephone number indicated below.

Respectfully submitted,
YOUNG LAW FIRM, P.C.


Alan W. Young, Esq.,
Attorney for Applicants
Registration No. 37,970
4370 Alpine Road, Suite 106
Portola Valley, CA 94028
Telephone: (650) 851-7210
Facsimile: (650) 851-7232

Date: October 30, 2003